



Flintshire County Council

**HOUSEHOLD WASTE COLLECTION
POLICY**

**HOUSEHOLD RECYCLING CENTRE
OPERATIONS**

AND

THE COUNCIL'S BRING SITE SERVICE

April 2015



POLICY FOR HOUSEHOLD WASTE COLLECTION

1.0 Legislation

1.1 Under the terms of the Environmental Protection Act, 1990, Flintshire County Council (the "Council") is classed as a Waste Collection and Disposal Authority, and as such has a statutory duty to collect household waste from all domestic properties in the County. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s);
- Where the receptacle(s) must be placed for the purpose of collecting and emptying;
- The waste types which may or may not be placed within each of the receptacle(s).

2.0 Household Waste Collection Eligibility

2.1 Each household in Flintshire registered for Council Tax will be entitled to receive a waste collection service.

2.2 Places of religious worship, registered charities (where no business activity takes place for profit) may be entitled to the standard waste collection service offered to householders.

3.0 Collection Frequency and working week

3.1 The Council operates a Managed Weekly Collection (MWC) service offering the following:

- A weekly collection of all recyclable material which should be cleaned and separated by the residents. This includes – Glass, Plastics, Card/Paper and Cans
- A weekly collection of food waste
- A fortnightly collection of a 180 litre general domestic waste container

Alternating with:

A fortnightly collection of 140 litre green/garden waste container (1st March to 30th November)

*Garden Waste collections are suspended from 1st December to the 1st March.

3.2 The MWC service will operate over 7 days with the majority of collections taking place Monday to Saturday with a smaller number on Sunday.

3.3 Residents whose collection falls on Christmas Day, Boxing Day and New Year's Day will not receive a collection. Alternative arrangements to collect the food from these properties will be communicated at the time. Their remaining waste will be collected on the next scheduled collection day. This is mitigated over Christmas as we move to weekly collections of black bins and

recycling during this period and HRC sites are available on all days except Christmas day.

4.0 Containers for the Storage of Waste Materials

- 4.1** Where operationally possible all households have been included in the MWC service and the properties will receive curtilage collections. However in some locations specific collection points have been identified by the Council and in some locations (particularly flats) local collections will be provided from communal wheeled bin(s) which are provided for the purpose of storing waste materials prior to collection.
- 4.2** All containers supplied to householders for the purpose of the waste/recycling collection service shall remain in the ownership of the Council. When householders move home they will be required to leave all wheeled bins and recycling boxes at the property for the new occupant to use. The only exemptions are additional garden waste bins (Brown Bins) that have been purchased by the householder from the Council.
- 4.3** Householders are responsible for the storage, safe keeping and cleaning of waste containers provided by the Council.
- 4.3.1** Each householder in the scheme shall be provided with the following containers free of charge in which to store their waste: 1 x 180 litre black wheeled bin for non recyclable waste. Only waste produced by a household on a normal day to day basis should be placed in this wheeled bin (i.e. it should not contain non standard items such as bulky waste, commercial waste or recyclable waste).
- 4.3.2** 1 x 55 litre blue recycling box (for plastic bottles, mixed cans and mixed glass which must be separated). Households requesting additional recycling capacity shall be provided with reusable weighted woven sacks for separating plastic bottles and mixed cans (the box will then be used for glass only). Recycling products placed in these receptacles should be rinsed and be free of the material originally stored in them.
- 4.3.3** 1 x 60 litre blue reusable plastic sack (for paper and cardboard). Additional sacks will be available on request, See paragraph 4.7.
- 4.3.4** 1 x 25 litre caddy for the storage of food waste and a smaller 7 litre caddy for use in the kitchen. Householders will also be supplied with a roll of 52 bags for food waste, and will be supplied with additional bags by the collection crew (free of charge). Residents should notify the crew by attaching a bag to the handle of their caddy on collection day.
- 4.3.5** 1 x 140 litre brown wheeled bin for garden waste. If an additional bin is required please see paragraph 4.13
- 4.4** All containers supplied by the Council should only be used for the storage of items as prescribed by the Council. Failure to do so may result in the Council retrieving the container(s) from the households.

- 4.5** Households must separate their waste items into the appropriate containers as per the advice provided by the Council. If the householder fails to correctly segregate their waste materials into the prescribed containers as required, the waste **may not** be collected and this **shall not** be classed as a missed collection, see paragraph 8.0 for missed collection exemptions.
- 4.6** Any request to provide a replacement recycling sack, recycling box, food caddy or food bags (e.g. due to damage or if a new property has been built etc) shall be made by initially contacting the Streetscene service through the Streetscene Contact Centre (01352 701234) or through the Council's website.
- 4.7** Residents will be supplied with a reference number and will be directed to the nearest Council facility that will hold a stock of these items. On arriving at the Council facility the resident must present proof of address along with their designated reference number to receive their items.
- 4.8** Direct to home deliveries of these items will only be made to residents who are registered on the Council's assisted collection register.
- 4.9** Any request for a replacement wheel bin either black or brown will be delivered by the Council (e.g. due to damage or if a new property has been built etc). Wheel bins will only be replaced if, when collecting, the bin is damaged by the collection crew. All other replacement requests will be charged. The charge for additional bins will be reviewed annually and details of current charges are available on the Council's Fees & Charges listing.
- 4.10** Where a household has 6 or more permanent occupants, they may make a request for a larger, 240 litre wheeled bin for the storage of non recyclable waste. This service shall be subject to annual review and the 240 litre wheeled bin will be exchanged for a standard 180 litre wheeled bin once the number of permanent occupants reduces below 6.
- 4.11** Where a household with fewer than 6 permanent occupants believe they have a need for a larger bin (240 litres) than the standard 180 litre wheeled bin supplied, applications can be made to the Council for consideration.
- 4.12** Only 1 wheeled bin for non recyclable waste will be supplied and emptied per property.
- 4.13** Where a household produces large quantities of garden waste, they may purchase up to 2 additional 140 litre wheeled bins for the storage of this material. This additional bin/s will be subject to an annual charge for collection and can be presented on collection day with the free of charge bin.
- 4.14** No garden side waste will be collected.
- 4.15** Any additional bin/s paid for by the resident will be issued with a coloured sticker so it is easily identifiable to the collection crew. The charge for

additional brown bins will be reviewed annually and details of current charges are available on the Council's Fees & Charges listing.

5.0 Collection Points

- 5.1** All wheeled bins, food containers and recycling boxes/bags must be placed on the drive or footway within one metre of the curtilage or boundary of the property and be easily accessible to the crews without the need to open gates etc. Where this is not possible the containers should be placed on the footway/verge outside the property, at a point causing minimal obstruction to the highway users
- 5.2** The collection point for householders with long private drives will be the point where their drive meets the adopted highway.
- 5.3** Where appropriate, collection vehicles will travel along un-adopted roads allowing residents to present their waste containers at the same point on their property as though the road were adopted (5.1). This does not mean that the Council will maintain the road and should the road be deemed unsuitable for the vehicles involved or if the owner of the road refuses to allow the vehicle to use the road, the residents will be required to bring their containers to the nearest adopted highway.
- 5.4** Where required, site specific arrangements will be made for collections at flats or properties with narrow or difficult access arrangements. These specific collection arrangements will be advised to the householder by the Council.
- 5.5** Wheeled bins and recycling containers will be returned to their point of origin by the collection crews immediately after collection with the lid of the container closed.
- 5.6** The householder must collect their wheeled bins/recycling boxes after they have been emptied and return them to within the boundary of their property on the day of collection. Containers are not to be permanently stored on the public highway.

6.0 Collection Day and Time

- 6.1** Wheeled bin and recycling collections will generally take place on the same day each week
- 6.2** Wheeled bins, food containers and recycling boxes/bags should be presented for collection by 7.00 am on the day of collection and removed after collections have taken place (which could be up until 5pm). Containers may be placed at their collection point on the evening before collection however the Council will not accept liability for any injury or damage to third parties as a result of any incidents occurring with a container left on the public highway outside of these periods unless caused by the acts or omissions of its employees, contractors or agents.

- 6.3** It may be necessary for the Council to change collection days from time to time e.g. over the Christmas and New Year period and on some occasions the waste collection service will have to be suspended due to a service disruption (e.g. during heavy snow, fuel shortage etc). The Council will make every effort to minimise the level of disruption to householders during these periods and will try to rectify any missed collections as soon as the cause of the disruption comes to an end. Notification of changed collection days in these instances will be available on the Council's website and from the Council's Streetscene Contact Centre.
- 6.4** Where the Council is unable to collect any missed waste collections due to a service disruption, householders should retain their waste materials until the next scheduled collection when the all of the material will be collected. The Council would encourage residents to use their nearest HRC for the disposal of all waste types in these instances.
- 6.5** CCTV is in operation on all Council waste vehicles for the purpose of health and safety of employees and members of the public. It may be used for investigations of accidents and incidents.

7.0 Presentation

- 7.1** All waste must be presented in Council supplied containers to ensure its safe collection. Lids on wheeled bins must be shut when the waste is collected in order to ensure the health and safety of the collection crews and prevent damage to the containers and the vehicle lifting equipment. All recycling bags must be presented in a manner that keeps the material dry, this is especially important for paper/card.
- 7.2** Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicles will not be taken. In these cases householders will have to loosen the materials themselves ready for the next scheduled collection.
- 7.3** All non-recyclable waste must be contained within the Council supplied black wheeled bin. Properties presenting excess side waste will be noted by the crews and staff from the service will then call on the resident to investigate the level of waste being produced at the property. If the resident continues to present side waste and refuses to reduce their waste by recycling, a formal notification process will be followed to ensure the resident is aware of the collection arrangements and the need to recycle. Continued failure to follow the advice issued during this process may result in action being taken under the powers within the Environmental Protection Act 1990. The side waste will however be collected to reduce littering in the locality.

8.0 Assisted Collections

- 8.1** Where, through frailty or incapacity, a householder cannot present their 180 litre wheeled bin or recycling boxes at the curtilage, and subject to there being no other able-bodied adult person living at the property, the householder may make a formal request to the Council for an Assisted

Collection. If an Assisted Collection is approved a suitable collection point on the property shall be agreed with the householder and collections will then take place from this point. All containers will be returned to the collection point by the waste teams once they have been emptied.

- 8.2** Assisted Collections will be restricted to those households who are in genuine need following approval of an application to the Council. The Council will review every individual case every two years.

9.0 Missed Kerbside Collections

- 9.1** All waste and recycling must be placed out for collection at a collection point as specified in section 5 on the correct collection date and time.
- 9.2** Each collection round will have a designated charge hand, part of whose role is to check that all waste presented is collected by the collection crew and sign each road as completed when all collections are made. As a result the Council will not return for reported missed collections other than for those residents registered as requiring an assisted collection.
- 9.3** Assisted missed collections can be reported through the Streetscene Contact Centre or through the Councils web-site
- 9.4** Residents not registered for an Assisted Collection who report a missed collection will be asked to place the waste out again on the next scheduled collection date or alternatively to use their nearest HRC for the disposal of the waste.

10.0 Clinical Household Waste Collection

- 10.1** The Council provides a collection service for clinical household waste from householders upon request from the relevant Health Care provider, via a prescribed application form.
- 10.2** The Council shall provide a suitable container for the householder to store their clinical waste. Yellow bags will be provided for all infectious waste and pink bags provided for all non-infectious clinical waste.
- 10.3** An agreed collection point, day of collection, frequency of collection and any other specific instructions regarding this service, will be agreed between the Council and the householder.

11.0 Bulky Household Waste Collection

- 11.1** The Council provides a bulky waste collection service for householders. This is a chargeable service. The cost for each of these services will be shown in the Council's Fees & Charges listing which is reviewed each year. Fridges and freezers are collected free of charge.
- 11.2** Householders in receipt of Income Support, Unemployment Benefit, Disability Living Allowance, State Pension or Guaranteed Pension Credits will also be charged for this service.

- 11.3** Following a request for a bulky household waste collection service, the collection shall take place within the prescribed Streetscene standard period.
- 11.4** Typical examples of bulky waste that will be accepted include the following - mattresses, bed frames, chairs, tables, TV's, carpets, hi-fi's, cupboards, standard cookers, sideboards, lamps, children's toys, computers, bookcases etc. A three piece suite will count as three items.
- 11.5** Small waste objects should be placed into a box, sack or suitable container and this will then be counted as one item. Only the items listed during the original request to the Council will be collected and additional items will not be collected.
- 11.6** No commercial or industrial waste will be collected.
- 11.7** All items must be presented for collection in the front of the nominated property and clearly visible from the highway. They should be presented in a safe fashion which does not cause any obstruction or danger to the public. The Council will not enter houses to collect waste items. The collection point for properties with difficult access e.g. flats shall be agreed with the Council at the point of request and before collections are made.
- 11.8** The Council reserves the right to refuse the collection of any waste items that may cause harm or may have an affect on the health and safety of waste collection staff.
- 11.9** Home improvements including kitchen/bathroom renewals, fitted wardrobes and any soils & rubble from landscaping works **will not be collected** as part of a bulky waste collection and households should make the appropriate arrangements with their contractor to ensure they comply with their own duty of care for the safe disposal of the material.
- 12.0 Household Recycling Centres (HRC's)**
- 12.1** Flintshire County Council operates six HRC sites at the following locations across the County:
- Greenfield
 - Flint (Saturday, Sunday and Monday only)
 - Mold
 - Connahs Quay (Saturday, Sunday and Monday only)
 - Sandycroft
 - Buckley
- 12.2** In addition to the HRC sites the Council also operates a number of strategically placed Bring Sites which allow residents to recycle locally. The site locations can be found on the Council's website.
- 12.3** In recent years and in line with the Council's Waste Management Strategy, the emphasis at the sites has changed from a simple tipping facility to one which allows the Council to recycle the majority of material

that residents take to the sites. This change has been driven by the targets set by Welsh Government (WG) for the amount of municipal waste recycled by each Council in Wales.

- 12.4** Approximately 30% of the total domestic waste currently produced in Flintshire is deposited at the HRC sites and the average recycling rate achieved at the sites is approximately 58%. All residents using the facilities will be met by a member of the staff on the site and provided with guidance on the disposal of their material. The intention will be to ensure that as much of the waste as possible is recycled. All bagged waste will be opened on the sites by the staff and any recyclable product removed from the bag and then placed in the appropriate recycling container.
- 12.5** Space at the sites limits the number of waste types that can be recycled however every attempt is made to maximise the number of waste types that can be recycled at each site.
- 12.6** Asbestos products will only be accepted at Greenfield HRC site. The material should be presented in sealed plastic bags (which are supplied at the HRC sites if required) and place in the designated skip for storage prior to disposal. Flintshire County Council recommends that specialist advice on handling asbestos should be sort before handling this material.

Building rubble and soil can only be accepted at Buckley, Mold, Sandycroft and Greenfield.

- 12.7** The opening hours for the facilities will be as follows:

Monday to Sunday for Greenfield, Sandycroft, Mold and Buckley
Saturday to Monday for Connahs Quay and Flint

Summer (April* – Sept)	Opens	09.00 hours
	Closes	19.00 hours

*This may vary depending on Easter

Winter (Oct – Feb)	Opens	09.00 hours
	Closes	17.00 hours

- 12.8** Residents with privately owned vans wishing to dispose of their household waste at HRC's will only be accepted at the Greenfield and Mold facilities and will be required to obtain a permit in order to do so, reference paragraph 12.10 This is in order to reduce conflict with staff at other sites and compliance will be monitored using CCTV cameras which are situated on all of the sites and ANPR CCTV which is situated at both Greenfield and Mold.
- 12.9** CCTV is in operation at all of the Council's HRC's for the purpose of health and safety of employees and members of the public. It may be used for investigations of accidents and incidents.
- 12.10** Trade or commercial waste will not be accepted at any HRC. See paragraph 12.16 for details on tipping commercial waste.

12.11 Resident Van Permits at HRC's

In order to prevent trade waste being disposed of at the HRC's a van permit scheme will be in operation.

Residents owning the following vehicles must be in possession of a permit to dispose of their waste at a designated HRC site. The permit will allow a maximum of 12 visits per annum. This restriction applies to company vehicles, hired vehicles and borrowed vehicles and includes:

- Vans
- Pick-ups/crew cabs
- Trailers (maximum dimensions of than 1.8m long x 1.2 wide x 1m deep) This must only be towed by a car whose registration will be on the permit
- Mini-buses

Any other vehicle that might be seen as 'commercial'

12.12 What types of vehicles are restricted?

Vehicles that are not permitted to use the sites are:

- Lorries and LGV's
- Tipper vans
- Luton box vans
- Trailers with 'greedy boards'
- Vans towing trailers

12.13 Criteria for issuing permits

In order to be approved for a permit the applicant must satisfy the following criteria:

- The vehicle must be registered to the resident, not a business or other organisation.
- The vehicle must be registered to an address in Flintshire. (One permit per household)
- The vehicle must not be sign-written or display advertising
- The vehicle must not have flashing beacon/s

If the resident cannot satisfy the above conditions, they will not be permitted to bring the vehicle into the nominated HRC

Permits are issued to the resident to dispose of waste from the household registered to the permit. Permits must not be used to dispose of waste from any other household or property. If the permit holder is found to be in contravention to this then the permit will be revoked.

12.14 How to apply for a Residents Van Permit

Permits will be approved at either Greenfield or Mold by a site charge hand who will inspect the application and associated paperwork and the vehicle/trailer before issuing the permit.

Residents who want to apply for a permit can obtain an application form in the following 3 ways:

- Download from the Council's website
- Email at Streetscene@flintshire.gov.uk
- Visit either Greenfield or Mold HRC

12.15 Hired Van 'One Off' Permits

If the van is hired or borrowed and taking **household** waste to a Flintshire County Council HRC a "one off" permit will be required. 'One off' permits will be issued directly from either the Greenfield and Mold HRC sites. Hire documents and proof of address (through utility bill) will be required and this information will be checked by site staff when the vehicle visits the site. Hired or borrowed vans will only be accepted at the Greenfield and Mold HRC sites and for **three visits only over a two week period**. Vehicles should not display any commercial markings other than that of the Hire Company.

12.16 Commercial Waste

The Council maintains a list of approved waste tipping facilities for commercial waste that will be provided with on request.

The Council will provide permits for small traders to dispose of commercial garden waste at Greenfield HRC site only

For details of commercial disposal arrangements please contact Flintshire County Council Streetscene Contact Centre 01352 701234 or visit the Councils web-site.

13.0 The Council's 'Bring Sites'

13.1 In addition to the HRC sites the Council also operates a number of strategically placed bring sites which allow residents to recycle locally. The site locations can be found on the Council's website.

13.2 The provision of bring sites are subject to review and provided subject to the level of demand in a particular area.